

Iowa Dental Wellness Plan Status Report – 1st Qtr. 2015

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| Operations | <ul style="list-style-type: none"> • Activities/Results <ul style="list-style-type: none"> ○ Customer Service calls: <ul style="list-style-type: none"> ▪ May 1- March 23: 42,899 ○ Payment for Claims To-Date: \$21,790,420 ○ Unique Members Receiving Services: 40,442 ○ Completed Risk Assessments: 17,861 members ○ Number of dentist providing services: 944 ○ Number of network dentist/location providing service: 1,077 ○ No reports from members on not getting timely services • Claims processing Time (average): 8 days • Complaints/Appeals <ul style="list-style-type: none"> ○ 24 complaints, 21 resolved ○ 4 appeals, 4 resolved • DWP Advisory Council <ul style="list-style-type: none"> ○ Brought together council on February 18, 2015 • Network <ul style="list-style-type: none"> ○ 639 General Dentist ○ 53 Oral Surgeons ○ 11 Periodontists ○ 6 Endodontists ○ 18 Prosthodontists ○ 207 site visits have been conducted with DWP providers |
| DWP Benefit Design and Data | <p>Of the 40,442 members that have received services</p> <ul style="list-style-type: none"> ○ 64% received a Diagnosis and Prevention Services ○ 23% received a Stabilization Services ○ 13% received an Emergent Services <p>Earned Benefits</p> <ul style="list-style-type: none"> • 23% of members who have received a service have moved into (enhanced tier) |